Science Technology and Research

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Science Technology and Research	Application Services	Dustin Crump	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Help Desk	James Stearns	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Metro A Desktop Support	Kraig Ellis	5 0	5 0
		Robert Wall	2 0	2 0
		Assigned to Individual Total	7 0	7 0
	Metro A Help Desk	Ed Conrad	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Assigned Group Total		12 1	12 1
Customer Company Total			12 1	12 1

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Assigned Group	Assigned to Individual	Low	MIR Total
Science Technology and Research	Application Services	Dustin Crump	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Help Desk	James Stearns	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro A Desktop Support	Kraig Ellis	5 0	5 0
		Robert Wall	2 0	2 0
		Assigned to Individual Total	7 0	7 0
	Metro A Help Desk	Ed Conrad	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Assigned Group Total		12 0	12 0
Customer Company Total			12 0	12 0

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Assigned Group	Assigned to Individual	Low	ATTIR Total
Science Technology and Research	Application Services	Dustin Crump	2 0.20	2 0.20
		Assigned to Individual Total	2 0.20	2 0.20
	Help Desk	James Stearns	1 0.16	1 0.16
		Assigned to Individual Total	1 0.16	1 0.16
	Metro A Desktop Support	Kraig Ellis	5 0.10	5 0.10
		Robert Wall	2 0.25	2 0.25
		Assigned to Individual Total	7 0.14	7 0.14
	Metro A Help Desk	Ed Conrad	2 0.00	2 0.00
		Assigned to Individual Total	2 0.00	2 0.00
	Assigned Group Total		12 0.13	12 0.13
Customer Company Total			12 0.13	12 0.13

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Science Technology and Research	Application Services	Dustin Crump	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Help Desk	James Stearns	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro A Desktop Support	Kraig Ellis	5 0	5 0
		Robert Wall	2 0	2 0
		Assigned to Individual Total	7 0	7 0
	Metro A Help Desk	Ed Conrad	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Assigned Group Total		12 0	12 0
Customer Company Total			12 0	12 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Science Technology and Research	Application Services	Dustin Crump	2 0.70	2 0.70
		Assigned to Individual Total	2 0.70	2 0.70
	Help Desk	James Stearns	1 0.16	1 0.16
		Assigned to Individual Total	1 0.16	1 0.16
	Metro A Desktop Support	Kraig Ellis	5 1.21	5 1.21
		Robert Wall	2 0.27	2 0.27
		Assigned to Individual Total	7 0.95	7 0.95
	Metro A Help Desk	Ed Conrad	2 0.08	2 0.08
		Assigned to Individual Total	2 0.08	2 0.08
	Assigned Group Total		12 0.69	12 0.69
Customer Company Total			12 0.69	12 0.69

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Detail

INC000000542441	Ronda Robbins Jones	Application	Error	Novell GroupWise			TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Science Technology and Research		Low	Closed	TTR Missed: No	0.74
INC000000543422	Ted McAleer	Mobile Devices	Error	iPhone			TIR Missed: No	0.37
	Metro A Desktop Support	Kraig Ellis	Science Technology and Research		Low	Closed	TTR Missed: No	0.78
INC000000544589	Ronda Robbins Jones	Network	Error	None			TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Science Technology and Research		Low	Closed	TTR Missed: No	0.30
INC000000544993	Ronda Robbins Jones	None	None	None			TIR Missed: No	0.06
	Metro A Desktop Support	Kraig Ellis	Science Technology and Research		Low	Closed	TTR Missed: No	2.19
INC000000545002	Ronda Robbins Jones	None	None	None			TIR Missed: No	0.07
	Metro A Desktop Support	Kraig Ellis	Science Technology and Research		Low	Closed	TTR Missed: No	2.06
INC000000545370	Ronda Robbins Jones	Application	None	Novell GroupWise			TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Science Technology and Research		Low	Closed	TTR Missed: No	0.17
INC000000546014	Ronda Robbins Jones	None	None	None			TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Science Technology and Research		Low	Closed	TTR Missed: No	0.00
INC000000546173	Scott Bishoff	Application	Password	Utah Master Directory			TIR Missed: No	0.16
	Help Desk	James Stearns	Science Technology and Research		Low	Closed	TTR Missed: No	0.16
INC000000549105	Ronda Robbins Jones	None	None	None			TIR Missed: No	0.16
	Application Services	Dustin Crump	Science Technology and Research		Low	Closed	TTR Missed: No	0.20
INC000000552688	Perry Thomson	Mobile Devices	Error	None			TIR Missed: No	0.23
	Application Services	Dustin Crump	Science Technology and Research		Low	Resolved	TTR Missed: No	1.20
INC000000553572	Alan J Walker	None	None	None			TIR Missed: No	0.01
	Metro A Desktop Support	Robert Wall	Science Technology and Research		Low	Resolved	TTR Missed: No	0.03
INC000000554684	Alan J Walker	None	None	None			TIR Missed: No	0.48
	Metro A Desktop Support	Robert Wall	Science Technology and Research		Low	Resolved	TTR Missed: No	0.51